

## **PROVIDER COMPLAINTS**

APS WV assures that provider interactions are managed in a professional manner and, through the administrative function, provides a mechanism for providers to file complaints. This function includes issues relating to the general operation of the ASO and not complaints involving specific authorizations for services.

Complaints shall be communicated (verbally or in writing) to the APS-WV Quality Improvement Coordinator. Each complaint is documented on a complaint log and tracked through resolution. All provider complaints will be responded to in a timely fashion and all written complaints will receive a written response.

Refer to the attached Policy and Procedure for further information.

## **POLICY AND PROCEDURE:**

**SUBJECT: Provider Complaints**

**Drafted: 9/00**  
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**11/00, 01/10**  
**Page 1 of 2**

### POLICY

APS WV will assure that provider interactions are managed in a professional manner and provide a mechanism for providers to file complaints for timely resolution. Each complaint shall be received by the Q.I. Coordinator and shall be documented on a complaint log and tracked through resolution.

### **DEFINITIONS**

**COMPLAINT:** Dissatisfaction formally communicated by the provider (verbally or in writing) to the APS-WV Quality Improvement Coordinator by a provider or someone acting on behalf of a provider regardless of whether any remedial action is requested.

*(Note: Complaints do not involve authorization for service requests. )*

**PROVIDER:** Agency, Private Practitioner or individual contracted with the State to provide Medicaid Services, Socially Necessary Services or Waiver Services covered by the APS-WV ASO.

**COMPLAINT LOG:** Internal form documenting complainant, provider agency, date and time of complaint, nature of complaint, APS staff member receiving complaint, resolution, and disposition of complaint.

### **PROCEDURE**

#### **Verbal Complaints/Written Complaints**

1. APS staff who may receive provider complaints include Q.I. Coordinator, Program Managers/Directors and Executive Director. The Q.I. Coordinator has the ultimate responsibility for responding to the formal complaint.
2. The staff member receiving the initial call/contact shall make every effort to personally resolve the complaint to the satisfaction of the Provider during the initial contact. If the complaint is so resolved, the APS staff receiving the call will document the nature of the complaint, the Provider by name and agency, and resolution on the complaint log and will forward it to the Q.I. Coordinator within one week.

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Page 2 of 2**

3. If additional information from an outside source is needed in order to resolve the complaint, the QI Coordinator will investigate the complaint and gather the necessary information. Services of all APS staff will be utilized in order to resolve complaints.
4. All information gathered in the investigation is to be documented on the complaint log. For verbal complaints, the complainant is notified by telephone of the resolution. For all written complaints, a written response, which includes the resolution as well as an explanation of any action(s) taken, is sent to the complainant within thirty (30) days.
5. Any period of time during which APS complaint resolution is suspended, due to a request for needed input from a third party beyond APS WV's control, will not count toward the 30 day turnaround tracking.
6. APS will seek Quality Improvement Council input for any complaint that remains unresolved between a complainant and APS.
7. Following input from the Quality Improvement Council if the issue continues to be unresolved, APS will refer the provider to DHHR for review according to state procedures.
8. The Q.I. Coordinator is responsible for coordinating this process by maintaining documentation of all action(s) taken to resolve the complaint and of the final date of resolution on the complaint log.
9. A summary of complaints received/resolved will be presented at scheduled Quality Improvement Council meetings. Discussion regarding changes needed to internal processes will be documented in the minutes of the meeting.
10. A Summary of complaints will be provided to DHHR.